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*To enrich lives through effective and caring service.*

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October 27, 2009

To: Each Supervisor

From: Tom Tindall *Joe Jones for*  
Director

Subject: **DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS) –  
ITSSMA WORK ORDER TO MIGRATE E-MAIL, FILE STORAGE AND  
PRINTER SERVERS TO ISD'S INFORMATION TECHNOLOGY  
SHARED SERVICES**

This is to notify you of our intent to issue an ITSSMA Work Order for specialized assistance to migrate DCFS e-mail, electronic file storage, and printer servers to ISD's Information Technology Shared Services (ITSS) infrastructure. In accordance with ITSSMA guidelines, Board notification is required for all projects that exceed \$300,000.

#### **BACKGROUND**

On October 23, 2009, the County received federal conditional approval to proceed with the planned migration of DCFS information technology (IT) infrastructure to be managed by the Internal Services Department (ISD).

In 2008, at the direction of the Chief Executive Office (CEO), ISD and DCFS conducted an assessment of the information technology infrastructure within DCFS. Due to the critical nature of DCFS operations and the need for improved support, the CEO determined that ISD should be responsible for the DCFS IT infrastructure support. Since then, DCFS and ISD have worked to obtain the State and federal approvals needed to secure subvention funding. These approvals have now been obtained.

Included in this effort is the migration of DCFS e-mail services, electronic data storage, and printer servers into ISD's ITSS business function. To accomplish this in an orderly, timely, and efficient manner, ISD will engage the specialized services of a contractor through the ITSSMA Work Order process.

#### **SCOPE OF WORK**

The scope of work to be performed under this Work Order will include assessing Microsoft Exchange e-mail, electronic file storage, and printer server environments in thirty-five different DCFS locations, developing a migration strategy, then migrating up to 10,000 e-mail accounts, data files, and printer servers to the centralized ITSS target environment located in ISD's Downey Data Center, with minimal impact on DCFS's business operations.

## JUSTIFICATION

The services provided by ISD's ITSS Division include centralized messaging and file/print services. ISD is committed to the migration of DCFS's IT infrastructure as a part of this service offering. ITSS's support of Microsoft Exchange and associated Active Directory are established within ISD and will provide production services to DCFS as well as an existing customer base.

This migration effort will require highly technical and experienced teams knowledgeable in Microsoft messaging, electronic file storage, and desktop computing technologies. These teams must develop solid implementation and migration strategies and possess strong troubleshooting capabilities in order to migrate DCFS onto a single service platform. Since ISD does not have sufficient technical staff necessary to complete these tasks in a reasonable time frame, it is necessary to obtain the services of a technical consultant contractor.

## FISCAL IMPACT

A single bid for \$1,207,500.00 was received from CorpInfo Services as a fixed price for work to be performed under this Work Order. The term of the Work Order will be eighteen months from the date of execution, estimated to start November 16, 2009. This Work Order will be funded by budgeted S&S within ISD.

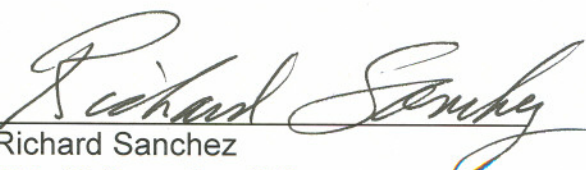
## NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to execute this Work Order. In two weeks time, we will proceed with execution of the Work Order. If there are any questions regarding this Work Order request, please have your staff contact Dave Chittenden, General Manager, Information Technology Services, Internal Services Department, at (562) 940-2901.

TT:DC:dw

c: Chief Executive Officer  
Executive Officer, Board of Supervisors  
Trish Ploehn, DCFS Director  
County Counsel  
Joe Sandoval

NOTED AND APPROVED:

  
Richard Sanchez  
Chief Information Officer

10-27-09  
Date